MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND

PUTTING FAMILIES FIRST

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SDDC SYMPOSIUM
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Purpose

- **Provide information on the DoD's Future Personal Property Program**

“A Quality Transportation Provider in Every Home”

Families First: Vision

- Provide a customer focused, user friendly program that continually assesses customer satisfaction and provides metrics
- Build a streamlined program, easier to execute for the ITO/TMO and program managers
- Employ cutting edge technology and best practices to build a single, paperless DoD personal property program that integrates and automates all processes that support our families' moves worldwide

Origin, Pilots and IPTs

- **Origin of Families First**
  - **Four Personal Property Pilots since 1994**
  - **June 2002: CDR TRANSCOM recommends to SECDEF…**
    - **Improve carrier performance through best value acquisition**
    - **Streamline the claims/liability process**
    - **Implement an integrated information management system**
  - **July 2002: CDR TRANSCOM tasks CG SDDC…**
    - **Establish Program Oversight Office at SDDC**
    - **Develop a coordinated Implementation Strategy by the end of FY02**

Origin, Pilots and IPTs (cont'd)

- July 2002: Three day workshop developed the broad outline of Families First. Attendees included industry, Military services and SDDC personnel

- IPT meetings held since workshop to develop program details and business rules

- Formal and informal communication with key leaders

Key Elements of Families First

- Best value distribution of DoD personal property business
- Customer Satisfaction Surveys
- Full Replacement Value (FRV) protection for lost or damaged property
- Electronic filings of claims
- Direct claims settlement
- Direct communication between customer and the Transportation Provider
- Online web counseling
- E-commerce billing and payment using PowerTrack

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IMPLEMENTING CWA AND POWERTRACK

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Program Development Branch

What is Phase I of Families First

- Phase I is the first step in the move towards the reengineered Personal Property program of the future
- Phase I will include:
  - Electronic billing and payment process in the current program using CWA and PowerTrack
  - Interim Customer Satisfaction Surveys (ICSS) conducted concurrently for all Transportation Providers, impacting performance score in Phase II

Features of Phase I for Electronic Billing and Payment

- Receive 619/619-1 data electronically from Transportation Provider
- Weight tickets will be provided to PPSOs
- TPs will maintain original hard copy documentation
- Pre-Approvals performed by PPSO on-line
- Quality control checks conducted on data provided electronically
- GSA will have ability to view data in CWA and PowerTrack to support post payment audit

What is the CWA?

- **The Personal Property Central Web Application (CWA) is a web-based Government system that will be used for:**
  - **Reviewing and approving services online**
  - **Costing shipments**

- **The CWA will be used in conjunction with the Transportation Operational Personal Property Standard System (TOPS)**

What is PowerTrack?

- In addition to the CWA, PowerTrack will also be implemented as a part of Phase I
- PowerTrack is U.S. Bank's web-based, commercial business-to-business payment system
- PowerTrack will be used for payment of Transportation Provider invoices

Phase I Process Overview

Personnel System

(0) Order

Soldier

(3) Approved Requisition Data

(1) Process Request

PPSO

(8) Dispute Resolution

(10) Approval
(13) Certification

CWA/ TOPS

Power Track

(8) Dispute Resolution

(2) BOL

(9) Priced BOL (858)

(12) Payment (810)

Error Notification (824)

(7) Adjustments + Inv (859)

DFAS / Accounting

Carrier

(6) Manual Invoice + 619 Data (859)

(13) PSI Payment

Error Notification (824)

(11) Payment to Carrier

(5) Weight Ticket

(4) 619 + Inventory List

New Roles and Responsibilities

- **PPSO**
  - Capture Pre-Approvals in CWA
  - Approve invoices and resolve disputes in CWA
  - Approve invoices in PowerTrack when necessary
- **Transportation Provider**
  - Submit Invoices via EDI or User Interface to PowerTrack
  - Resolve disputes in CWA
  - Resolve Audit Exceptions in PowerTrack
- **Certifying Officer**
  - Review LOAs used on PowerTrack invoices
  - Certify PowerTrack Summary Invoice (PSI)
  - Submit certified PSI to DFAS

What is the Evaluation Period?

- The initial rollout of Phase I will serve as the Evaluation Period (EP) for the Phase I processes
- Initial rollout began in March 2004
- EP involves a limited number of PPSO Sites and TPs
- EP will only include shipments between participating GBLOCs
- SDDC's goal with the EP is to thoroughly test and validate the Phase I processes

What is unique about the EP?

- **TOPS will automatically identify the shipments that are a part of the EP – PPSOs will not do anything differently in TOPS**

- **It is important to note that:**
  - **TP selection will happen the same as in TOPS**
  - **Participation in EP will not impact shipment allocation**

Participating Sites and Volunteer Transportation Providers

- **Air Force**
  - JPPSO-NE
  - Spangdahlem
  - Anchorage
- **Army**
  - Fort Hood
  - Fort Belvoir
- **Navy**
  - Newport
  - San Diego
  - Pearl Harbor
- **Coast Guard**
  - Miami
  - Alameda
- **US Marines**
  - Beaufort
  - Albany
  - 29 Palms
  - Yuma

- **Approximately 121 Volunteer Transportation Providers**

Getting Ready
PPSO Checklist

- Make sure computer systems meet the system requirements for using CWA and PowerTrack
- Ensure that a Certifying Officer (CO) has been appointed for the PPSO
- Get PowerTrack user IDs and passwords
- Register for CWA on ETA
- Test connectivity to CWA and PowerTrack
- Complete training

Getting Ready
TP Checklist

- Make sure computer systems meet the system requirements for using CWA and PowerTrack
- Sign a PowerTrack agreement with U.S. Bank and get PowerTrack user IDs and passwords
- Register for CWA on ETA
- Test connectivity to CWA and PowerTrack
- Submit three successful invoice transmissions to PowerTrack
- Complete training for the EP of Phase I
- Purchase Digital Certificates for April 30, 2004

Implementation Plan

- On-site Training conducted 2 Feb –5 March
- Evaluation Sites implemented in March
- Expansion (roll-out) to other Sites will be done in a phased approach

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FAMILIES FIRST AND DEFENSE PERSONAL PROPERTY SYSTEMS (DPS) TIMELINE

Mr. John Romps
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Program Development Branch

Features of Phase I

- **Interim Customer Satisfaction Survey (ICSS)**
  - **ICSS Web Tool to be deployed April 2004**
  - **Twelve months of customer survey results will impact performance scores when Families First begins**
- **Implementing CWA and PowerTrack**
  - **Evaluation Period with limited sites and volunteer TPs**
  - **Full rollout to all sites after successful Evaluation**

Features of Phase II

- Defense Personal Property System (DPS)
- Rate Reasonableness
- Full Replacement Value
- Commercial based tariff for domestic
- Best Value Distribution
- Direct Claims settlement between customer
  and TP

Features of Phase III

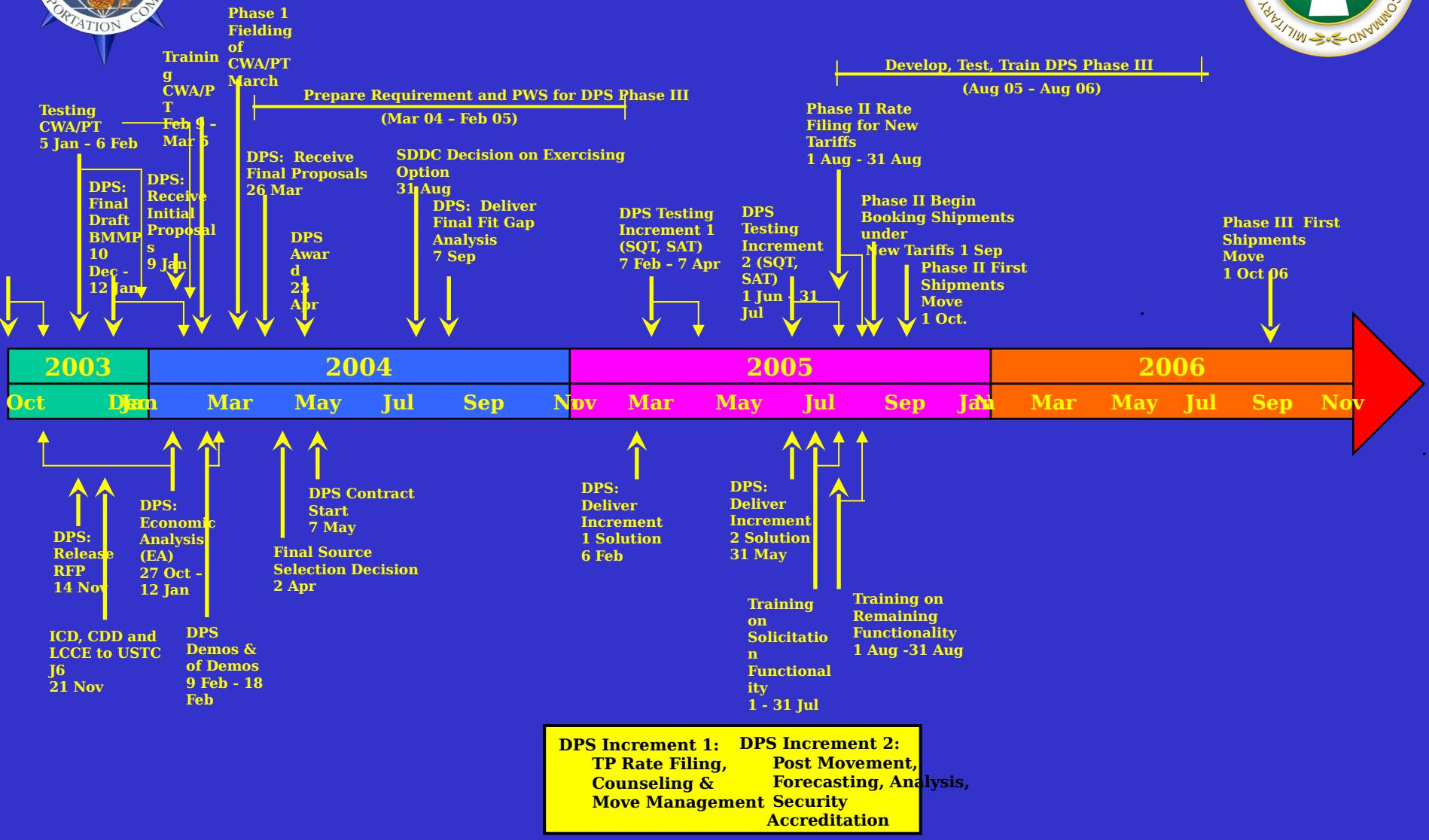
- **Families First will expand to include additional shipments types beginning in October 2006**

- **Shipment types to be added for Phase III includes:**
  - **Direct Procurement Moves (DPM)**
  - **Non-Temporary Storage (NTS)**
  - **Support for Intra-Theater contracts**

Status of Families First Program

- Phase 1 (CWA/PowerTrack) implementation for limited sites began in March.
- TGET will be incorporated into CWA to support the DFAS automated backend payment process
- The web-based ICSS application rollout in April 2004
- DPS procurement currently underway – award expected April 2004
- Full Replacement Value (FRV) Authorization bill signed in November 2003
- SDDC update Defense Transportation Regulation (DTR)
- Families First rollout with DPS scheduled for October 2005
- DPS Full Operating Capacity scheduled for October 2006

Families First Timeline *


Testing CWA/PT 5 Jan – 6 Feb
Training CWA/PT Feb 9 - Mar 5
Phase 1 Fielding of CWA/PT March
Prepare Requirement and PWS for DPS Phase III (Mar 04 – Feb 05)
Develop, Test, Train DPS Phase III (Aug 05 – Aug 06)
DPS: Final Draft BMMP 10 Dec - 12 Jan
DPS: Receive Initial Proposals 9 Jan
DPS: Receive Final Proposals 26 Mar
DPS Award 23 Apr
SDDC Decision on Exercising Option 31 Aug
DPS: Deliver Final Fit Gap Analysis 7 Sep
DPS Testing Increment 1 (SQT, SAT) 7 Feb - 7 Apr
DPS Testing Increment 2 (SQT, SAT) 1 Jun - 31 Jul
Phase II Rate Filing for New Tariffs 1 Aug - 31 Aug
Phase II Begin Booking Shipments under New Tariffs 1 Sep
Phase II First Shipments Move 1 Oct.
Phase III First Shipments Move 1 Oct 06
2003
2004
2005
2006
Oct Dec Jan Mar May Jul Sep Nov Mar May Jul Sep Jan Mar May Jul Sep Nov
DPS: Release RFP 14 Nov
ICD, CDD and LCCE to USTC J6 21 Nov
DPS: Economic Analysis (EA) 27 Oct - 12 Jan
DPS Demos & of Demos 9 Feb - 18 Feb
Final Source Selection Decision 2 Apr
DPS Contract Start 7 May
DPS: Deliver Increment 1 Solution 6 Feb
DPS: Deliver Increment 2 Solution 31 May
Training on Solicitation Functionality 1 - 31 Jul
Training on Remaining Functionality 1 Aug -31 Aug

DPS Increment 1: TP Rate Filing, Counseling & Move Management

DPS Increment 2: Post Movement, Forecasting, Analysis, Security Accreditation

* As of January 2004

QUESTIONS?